

STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.
Independent Elective Course offered by Department of Commerce to students for
B.A. /B.SC./ B.Com./ B.C.A. / B.S.W./ B.V.A. Degree
(Effective from the academic year 2015-16)

SUBJECT CODE: 15CM/UI/CR23

END SEMESTER EXAMINATION APRIL 2018
CONSUMER RIGHTS

DURATION: 3 HOURS

TOTAL MARKS: 100

SECTION A

ANSWER ALL THE QUESTIONS:

(10 x 2 = 20)

1. Who is a consumer?
2. Distinguish between consumer and a customer.
3. What is consumer exploitation?
4. Write short notes on RTI.
5. State any two reasons for the growth of consumerism in India.
6. Write short notes on COPRA Act.
7. What is a consumer movement?
8. List out reasons for substandard quality product.
9. What in Consumer Dispute Redressal?
10. Mention the laws relating to consumerism.

SECTION B

Answer Any FIVE questions.

(5 x 8 = 40)

11. Explain the need and importance of consumerism.
12. Discuss the causes of consumer exploitation.
13. Explain the Duties of consumers.
14. Discuss the procedure involved in consumer Dispute Redressal.
15. Explain the recent Trends in consumerism.
16. Discuss John F. Kennedy's consumer Bill of Rights.
17. Explain the different consumer Movements.
18. Discuss the responsibilities of a consumer.

SECTION C

Answer Any TWO questions.

(2 x 20 = 40)

19. Discuss the types of consumer Rights.
20. Explain in detail the consumer protection councils.
21. Discuss the problems faced by consumers in India write suitable illustrations.
22. Explain in detail the challenges of consumer Exploitation.
